

# GO!NotifyLink ActiveSync Solution for iOS Devices

## User Guide

GO!NotifyLink ActiveSync Solution for iOS Devices: iPhone, iPod touch, iPad, iPad mini



### What's in this document

This document:

- Lists software requirements
- Gives an overview of iPhone, iPod touch, iPad, and iPad mini functionality using the *GO!NotifyLink* ActiveSync solution
- Provides instructions for creating the required Microsoft Exchange® mail account on the device
- Provides some information for getting started using your iOS device with *GO!NotifyLink*

Unless otherwise noted, the phrase “iOS device” used throughout this document will refer to the iPhone, iPod touch, iPad, iPad mini, and iPad Air devices inclusively.

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# Requirements

## Server / Device

- Verify with your IT Administrator, that you have been added to the server with an ActiveSync license key.
- Use iTunes on your Mac or PC to update iOS software. [Upgrade Instructions](#)
- The following devices and operating system versions are supported with *GO!NotifyLink 4.7 Patch 3 or greater*.

<b>iPad Air 2</b>	OS 8.1 – 8.1.3, 8.2.0, 8.3.0
<b>iPad Air</b>	OS 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPad mini 3</b>	OS 8.1 – 8.1.3, 8.2.0, 8.3.0
<b>iPad mini</b>	OS 6.0.1, 6.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPad 4</b>	OS 6.0, 6.0.1, 6.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPad 3</b>	OS 6.0, 6.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPad 2</b>	OS 6.0, 6.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPhone 6 and 6 plus</b>	OS 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPhone 5s and 5c</b>	OS 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPhone 5</b>	OS 6.0, 6.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPhone 4S</b>	OS 6.0, 6.1, 6.1.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPhone 4</b>	OS 6.0, 6.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2
<b>iPhone 3GS</b>	OS 6.0, 6.1, 6.1.2, 6.1.3
<b>iPod Touch 5th Gen</b>	OS 6.0, 6.1, 6.1.2, 6.1.3, 7.0 - 7.0.6, 7.1 - 7.1.2, 8.0, 8.0.2, 8.1 - 8.1.3, 8.2.0, 8.3.0
<b>iPod Touch 4th Gen</b>	OS 6.0, 6.1, 6.1.2, 6.1.3

# iOS Device Functionality Overview

**GO!NotifyLink Enterprise Server** allows iPhone, iPod touch, iPad, and iPad mini to synchronize email, calendar, contacts, and tasks using the native software contained on the device. There is no application software to install.

This section overviews *GO!NotifyLink* functionality based on the parameters of the native iOS software.

## Email

- Uses the native iOS device app to send, receive, reply to and forward emails
- Folder Mirroring allows email folders from your mail account to be synchronized to the device
- Email Filters, set on the *GO!NotifyLink* server, filter mail sent to the device
- Attachment viewing is supported using device's native viewers. Emails with attachments can be forwarded. With the exception of picture files in the device's *Camera Roll album* and contact (.vcf) files in the *Contacts* application attaching a file residing on the device to an email is not currently supported. You cannot save a document file attachment on the device.

## PIM (Calendar, Contacts and Tasks)

- Interfaces to the native iOS *Calendar*, *Contacts*, and *Reminders(Tasks)* applications
- Synchronize calendar events in a configurable Look-Back/Look-Ahead range
- Choose Address Books (on groupware servers that support this)
- Remote Lookup (Global Address List) retrieves contact information from an LDAP directory using the iOS *Contacts* application
- Receive and respond to meeting invitations
- Create and send meeting invitations from the device
- Task synchronization is supported on iOS 5 or greater devices synchronizing with *GO!NotifyLink Enterprise Server* v4.8.0 or greater.

## Push Types

- Direct Push (Push) and Scheduled Push (Fetch) options

## Security

- SSL encryption protocol for data-in-motion between the device and *GO!NotifyLink* server

- Ability to remotely clear devices that have been lost or stolen
- Require password access on the device (Enabled via the *GO!NotifyLink* Admin Web)
- Inactivity Timeout (Enabled via the *GO!NotifyLink* Admin Web)
- Minimum password length requires passwords to be at least 8 characters.
- Maximum number of failed password unlock attempts resets device settings to their defaults and removes all information and media stored on the device.
- Require an alphanumeric value for the password. The character pattern must include one letter, one number and one special character when *Password Strength* is set to “Strong.”

### Device IT Policy Comparison Chart

Link to this [chart](#) to learn which *GO!NotifyLink* IT policies are supported and which are not supported when using the *GO!NotifyLink iOS Device* solution.

# FAQs

### After I register my device w/ *GO!NotifyLink*, when will email, calendar, contacts, and tasks sync to my device?

The device operates in [Direct Push](#) mode. Thus, once registration is completed, the device automatically establishes a connection with the *GO!NotifyLink* server and checks for available email, contacts, calendar events, and task items.

Did your device have contact or calendar data on it prior to registration? Then you will have to turn *Contacts* and *Calendars* synchronization ON in the device's *Settings* application if you want contact and calendar information to synchronize. You may choose to have existing data kept on the device or deleted and replaced with what syncs from the server. See step 5 in the [Account Setup Instructions](#).

### Does the reload option work with *GO!NotifyLink*?

Yes. Reload may be used to manually initiate a synchronization at any time. It allows you to retrieve messages in between set intervals if you are operating your device in the “Fetch” synchronization mode.

Reload is one way to retrieve messages in email folders that do not automatically synchronize. iOS devices do not synchronize mail automatically in any folder but the *Inbox*. The user must initiate synchronization by opening these other folders. If one of these folders is already open, the user must tap the reload icon to continue retrieving.

Other folders (excluding *Trash*) can be selected to automatically synchronize like the *Inbox*. See [Email and PIM Settings](#).

The reload icon is the circular arrow located at the left end of a folder screen's footer.



### Can I send attachments from the my iOS device?

Attachment functionality has some limits. You can receive/view attachments and you can forward emails with attachments from the device. Though document file attachments are downloaded when you open them, you cannot save them on the device. You can, however, save *image* files to the device's *Camera Roll album* (see [Attachments](#)).

There are currently only two options for sending attachments. You can attach image files to a message using the device's *Photo* application and you can attach a contact using the device's *Contacts* application (see [Sending Email](#)).

### How does Folder Mirroring work?

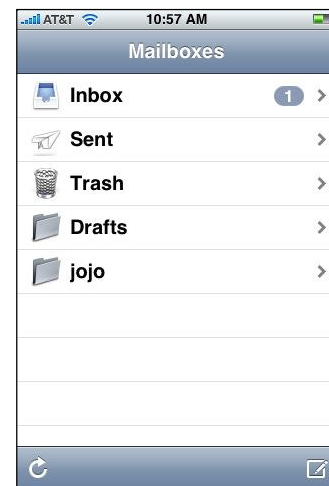
Folder Mirroring is automatically enabled on the *GO!NotifyLink Client Web*. Any folder tagged for synchronization to the device is mirrored on the device. Users may tag Sent, Trash, Drafts, or custom folders for synchronization.

This example of the device's mirrored folders shows the native email *Inbox* folder and includes a custom folder and the Sent, Trash and Drafts folders, each of which was tagged on the web for synchronization to the device.

All setup for this feature is done on the *GO!NotifyLink* server through the Client Web. See the [Enterprise Server Client User Guide](#).

You cannot add or rename folders on the device.

See also [Email and PIM Settings](#).

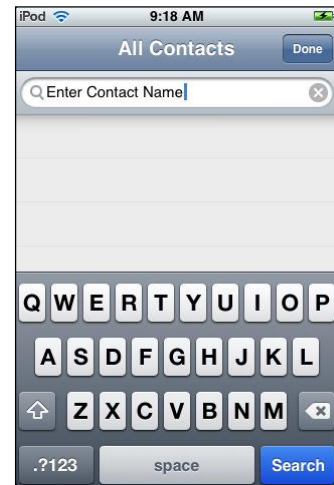


### Are Meeting Invitations supported on my iOS device?

Yes, you can accept invitations via the device's *Calendar* or *Mail* applications. Since meeting invitations are sent as emails, mail synchronization must be enabled on the device in order to receive invitations. You can also send a meeting invitation from the device's *Calendar* application. See [Meeting Requests](#).

### How does Remote Lookup work on my iOS device?

An LDAP server must first be defined on the *GO!NotifyLink* server. This will give you access to enterprise directories. Then, in the device's *Contacts* application, tap *Groups* and type a name into the search field. The iOS device shows you matching names from the enterprise directory. See [Using Remote Lookup](#).



### What if I have other email accounts on my iOS device?

Set the account that synchronizes via *GO!NotifyLink* as the default account.

Tap **Settings > Mail, Contacts, Calendars**

- Scroll down to the *Mail* section and tap **Default Account**. Select the *Exchange* account.
- Scroll down to the *Contacts* section and tap **Default Account**. Select the *Exchange* account.
- Scroll down to the *Calendars* section and tap **Default Calendar**. Select the *Exchange* account.
- For tasks, scroll down to the *Reminders* section and tap **Default List**. Select the *Exchange* account.

### Where can I find the Username and Authentication Password used to register my device?

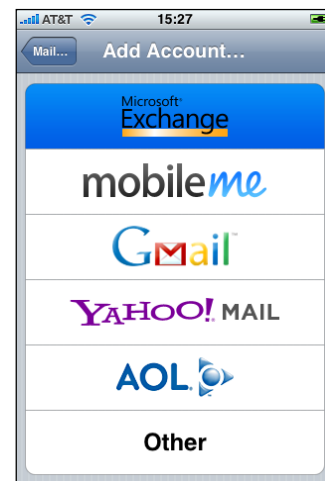
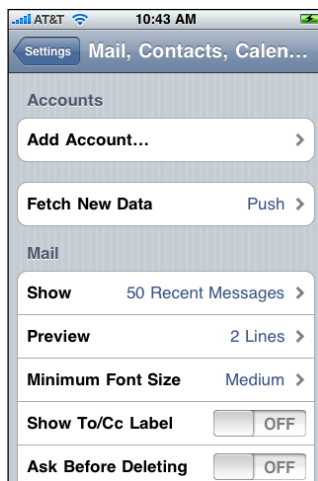
- In the **Username** field, enter the email address of your mail account on the groupware server.
- Find your **Authentication Password** on the *GO!NotifyLink* Client Web. Select **General > Device**

# Account Setup Instructions

Since the *GO!NotifyLink* server has the ability to communicate via the Microsoft ActiveSync protocol, you use the Exchange ActiveSync account setup procedure on the device to create your *GO!NotifyLink* account. Though field descriptions may be labeled “Exchange,” keep in mind that you will always enter credentials associated with your *GO!NotifyLink* account.

Please note that the account setup process may vary depending on the iOS version you are using.

1. Select the **Settings** icon from the device's Home Screen.
2. Select **Mail, Contacts, Calendars** > **Add Account...** > **Microsoft Exchange**.





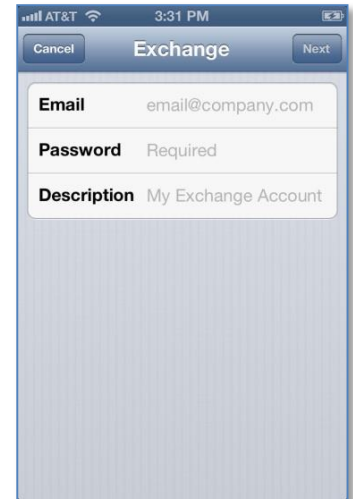
3. Enter the registration credentials.

**Email** – Email address of your mail account on the groupware server

**Password** – Authentication Password as it appears on the *GO!NotifyLink* server

Tap **Next**.

If you see the error message, “**Cannot Verify Server Identity**,” tap **Continue** to bypass the error and proceed.

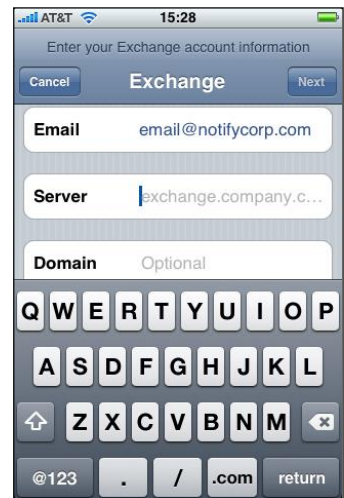


4. In the **Server** field, enter the external address (IP or domain name) of the *GO!NotifyLink* server and tap **Next**.



**GO!NotifyLink On Demand users** enter the server address noted in your welcome letter, tap **Next**, then proceed to step 5.

At this point the device may:

- **Connect and begin to load your mail and PIM items.**  
**Note:** If you had contact and calendar items on your device prior to registration, proceed to step 5.
- **Display one or more of the error messages in the table below.** See instructions on how to proceed.



Error Messages	
<p><b>If the device displays:</b> <u>Unable to Verify Certificate</u> This displays when the server could not verify the SSL certificate on the <i>GO!NotifyLink</i> server.</p> <p>Tap <b>Accept</b> to bypass the error. The registration will complete and the device will connect and begin to load mail and PIM items. If you accidentally tap <i>Cancel</i> at this prompt, the device will fail to make a connection and you will not be prompted again. See <a href="#">Knowledge Base article</a> for reconnection instructions.</p>	
<p><b>If the device displays:</b> <u>Exchange account verification failed</u> This displays at the top of the screen when an SSL certificate is not being used on the <i>GO!NotifyLink</i> server.</p> <p>Tap <b>Next</b>, then <b>Save</b>. Then go to the device <b>Settings</b> and turn off SSL. See <a href="#">SSL Encryption</a> for instructions. The registration will complete and the device will connect and begin to load mail and PIM items.</p>	

<p><b>If the device displays:</b> <u>Unable to verify account information</u></p> <p>Tap <b>OK</b> to bypass the error.</p>	
<p><b>If the device displays:</b> <u>This account may not be able to send or receive emails. Are you sure you want to continue?</u></p> <p>Tap <b>Save</b> to bypass the error. The registration will complete and the device will connect and begin to load mail and PIM items.</p>	

- If your device had contact and calendar data on it prior to registration, *Contact* and *Calendar* synchronizations will default to *OFF*. You can turn on contact and calendar synchronization at the prompt.

**Note:** You can also change the synchronization settings at any time from the device settings. From the Home screen, tap **Settings** > **Mail, Contacts, Calendars**. Then tap your account.

If contacts and/or calendar events exist in the device's local files when you create your *Exchange* account, you will have the option to either **keep** existing/local items on the iPhone/iPod touch/iPad or **delete** them. Local items are stored in a separate address book/calendar labeled, *On My iPhone* (iPod/ iPad), and are not synchronized to the server.

- If you want to synchronize contacts and calendar events from the server, but keep existing (local) items on the device, turn **Contacts** and/or **Calendars ON** and tap **Keep On My iPhone (iPod/ iPad)**.
- If you want to synchronize PIM items, but prefer that existing (local) items be removed from the device, turn **Contacts** and/or **Calendars ON** and tap **Delete**.

Tap **Done** to continue.

**Hint:** Make sure you set the *Exchange* ActiveSync account as the default for Calendar, Contacts, and Reminders (Tasks). If it is not the default, items added from alternate applications on the device will not synchronize. See [Email and PIM Settings](#): Set Default Account.



- Once you connect to the server, you may be prompted to create or change your passcode to match the policies set on the server. See [Security Settings](#): Required Password and Inactivity Timeout.

# Account Maintenance

If you are moving your *GO!NotifyLink* account to a different device, you will need to.

- *Clear Registration* on the *GO!NotifyLink* Client Web
- Remove your *GO!NotifyLink* account from the old device and recreate it on the new device

## Clear Registration Before Reregistering Your Account on a New Device

If you are reregistering your account because you changed devices, you must **Clear Registration** via the *GO!NotifyLink* Client Web.

See [instructions for accessing the GO!NotifyLink Client Web](#).

1. Login to the *GO!NotifyLink* Client Web and select **General > Device**.
2. Click the **Clear Registration** button.
3. Proceed with reregistering your account.

## Removing Your Account from the Device

When you remove an account from the device, the account and all mail and PIM items (calendar events, contacts and tasks) associated with it, are deleted from the device.

1. From the device Home screen, tap **Settings > Mail, Contacts, Calendars**, then select your account.
2. Tap **Delete Account**.

# Settings

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## Push Settings

### Push

Your mail account, synchronizing via *GO!NotifyLink*, is a “push” account. When new messages, contacts, calendar events, or tasks are available, the information is automatically delivered (pushed) to your iPhone/iPod touch/ iPad. This is the equivalent of the *GO!NotifyLink* “Direct Push” mode.

**Push Synchronization with Wi-Fi Connections.** If you do not have a cellular connection, the device can receive pushed data over a Wi-Fi connection when the device is awake (screen is on or device is connected to your computer or a power adapter).

### Fetch


In contrast, with “fetch” service, the device must periodically check the server to see if new messages have arrived and then request a delivery. *Fetch* is used if *Push* is turn off and the user may define the frequency of the fetch sessions. “Fetch” is the equivalent of the *GO!NotifyLink* “Scheduled Push” mode.

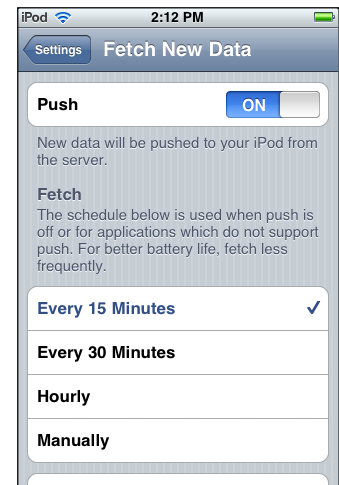
Mail, contacts, calendar events and tasks sent *from* the device will process immediately, independent of the scheduled fetch sessions.

## Change Your Push Setting

Push mode is the default setting on your device. You may, however, wish to temporarily suspend *Push* service if you are outside a service area or wish to conserve battery life. When *Push* is turned OFF, data can still be *fetch*ed at periodic intervals or manually.

**Battery Life.** Though Push mode offers more up-to-the-minute message delivery, for some users, increased battery consumption may be the tradeoff. If your battery is not lasting as long as you would like, try using the *Fetch* mode.

1. From the Home screen tap **Settings > Mail, Contacts, Calendars**.
2. Tap **Fetch New Data**
3. Turn Push **OFF**
4. Choose the interval at which the device should “fetch” data or tap *Manually*.
  - Every 15 Minutes
  - Every 30 Minutes
  - Hourly
  - Manually (use the “reload” icon  on the Mailbox or Inbox screen to fetch)



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## Settings on the GO!NotifyLink Client Web

There are several settings, configurable on the *GO!NotifyLink Client Web*, that control what synchronizes to your device. What follows are instructions for accessing the Client Web online.

**When instructions in this guide direct you to change a setting from the Client Web:**

**On Premise Users:** In your web browser, enter the server address of the web server running the Http/Web component of *GO!NotifyLink*, followed by **/client/**

**On Demand Users:** In your web browser, enter the server address of the On Demand web server:

**`https://hosted<#>.notifylink.com/client/clientlogin.php`**

Where # is indicated, insert the server number you have been assigned to (without brackets <>).

### Login

In the **Username** and **Password** fields of the Login screen, enter the email address and password of your mail account. (You can change the password assigned to you in the *Client Web* from the **Accounts** page.)

Consult the [Enterprise Server Client Web Guide](#) for more information on the Client Web. \*\*

# Email and PIM Settings

This chart summarizes the settings that control how the email and PIM (calendar events, contacts, and tasks) are synchronized to the device. Some settings are configurable on the device. Others are configurable through the *GO!NotifyLink Client Web*. [Instructions for accessing the Client Web](#)

Below is a list of the settings and where they can be configured.

Configuration Settings	Description	Configurable via:
<b>Set Default Account: For Mail, Calendar, Contact Group and Reminders (Tasks)</b>	If you have multiple Mail/PIM accounts on your device, you will need to set a default account. Make the Exchange account associated with your <i>GO!NotifyLink</i> user account the default for the Mail account, the Calendar, the Contact Group and Reminders (Tasks). Mail and calendar/contact items that originate from alternate applications on the device will then synchronize to the server. (Example: Using the <i>Contacts</i> application to attach a contact to an email.) If defaults are set to other accounts, such data will not synchronize to the server associated with your Exchange account.	Device <i>Settings &gt; Mail, Contacts, Calendars &gt; (Mail) &gt; Default Account (Contacts) &gt; Default Account (Calendars) &gt; Default Calendar (Reminders) &gt; Default List</i>
<b>Filters</b>	Filters messages sent from the server	GO!NotifyLink Client Web: <i>Mailbox &gt; Filters</i>
<b>Folder Mirroring</b>	On the web Folder Mirroring is automatically enabled. Select email folders to be synchronized to the device. Users may choose Sent, Trash, Drafts, or custom folders.	GO!NotifyLink Client Web:  To select folders: <i>Mailbox &gt; Folders</i>
<b>Mail Folders to Push</b>	Other folders (excluding <i>Trash</i> ) can be selected to automatically synchronize like the <i>Inbox</i> . Older operating systems do not have this option and require that you open any folder other than <i>Inbox</i> in order to initiate synchronization.	Device <i>Settings &gt; Mail, Contacts, Calendars &gt; (account) &gt; Mail Folders to Push</i>
<b>Notification ON/OFF</b>	Enables/Disables <i>GO!NotifyLink</i> message notification. Restarts/Suspends retrieval of Email from the server.	GO!NotifyLink Client Web: <i>General &gt; Control Options</i>
<b>Mail Days to Sync</b>	Number of days a message is available on the device. Use as a cleanup setting to manage message quantity. Cleanup will take effect within 24 hours of the scheduled delete. Choose 1 or 3 days, 1 or 2 weeks, or 1 month. "No limit" is not supported, but if chosen, will default to 180 days.	Device <i>Settings &gt; Mail, Contacts, Calendars &gt; (account) &gt; Mail Days to Sync</i>
<b>Show number of messages</b>	The number of items sent to the device in each Sync request. If more than the selected number of items exist, multiple Sync requests are used until all items are retrieved. Choose from 25, 50, 75, 100, 200 recent messages.	Device <i>Settings &gt; Mail, Contacts, Calendars &gt; Show</i>

<b>Calendar Sync</b>	<p>Set the calendar synchronization range - how far back and ahead to sync your calendar events on the device.</p> <p><b>Look-back</b> is set from the device. Default is 1 month. Choose from 2 weeks, 1, 3, 6 months or All Events. (If All Events is chosen, Look-back is set to 52 weeks.)</p> <p><b>Look-ahead</b> is set from the client web. Default is 26 weeks. Choose from 1 to 52 weeks.</p>	<p>Device  <a href="#">Settings &gt; Mail, Contacts, Calendars &gt; Sync</a>  GO!NotifyLink Client Web:  <a href="#">PIM &gt; Calendar &gt; Synchronization Range</a></p>
<b>Filter Meeting Response Emails</b>	<p>When enabled, this option filters out meeting response emails sent directly from the iOS device to the meeting organizer. The organizer may still receive response email from the attendee's PIM server. In cases where the PIM server is configured to send response email, this filter serves to eliminate duplicate notifications.</p>	<p>GO!NotifyLink Client Web:  <a href="#">PIM &gt; Calendar</a></p>
<b>Choose Address Books</b>	<p>If the groupware server supports multiple address books, choose which will synchronize to the device. Contacts from the chosen address books will synchronize to the device's "All Contacts."</p>	<p>GO!NotifyLink Client Web:  <a href="#">PIM &gt; Contacts &gt; Choose Address Books</a></p>

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# Security Settings

Please note that iOS 4 supports multiple Exchange ActiveSync accounts on a single device. This introduces the possibility of a device dealing with conflicting sets of IT/Security policies issued from multiple Exchange ActiveSync servers. In these cases, the device will always enforce the highest security requirements of all conflicting policies.

## SSL Encryption

SSL is an encryption protocol for data-in-motion between the device and *GO!NotifyLink* server. An SSL certificate must be installed on the web server in order for you to use SSL. Check with your IT administrator to determine if this feature is available to you. (SSL is available to *GO!NotifyLink* On Demand users, as all On Demand servers are equipped with SSL certificates.)

If the server is NOT using SSL (check with your IT administrator to verify), turn the **Use SSL** setting off. This will allow the device to make connections to the *GO!NotifyLink* server over http instead of https.

- Tap **Settings** from the device's Home screen.
- Tap **Mail, Contacts, Calendars**
- Tap your account and then tap **Account Info**
- Tap the **Use SSL** ON/OFF box to display **OFF**



## Required Password and Inactivity Timeout

If your organization's mobile security policy requires that your device be password protected, you will be prompted to define your lock password on the device.

**Note:** If your organization does not enforce the password policy, but you wish to password protect your device, you can:

- Request that your IT Administrator turn on the enforcement for your account through the *GO!NotifyLink* Administrative Web. Then follow the instructions below.
  - Use the device's native *Passcode Lock* option (*Settings > General > Passcode Lock*) to set a 4 digit numeric passcode.
1. The "**New Passcode Required**" message will appear. Tap **Continue**.  
**Note:** If you tap *Close* here, the prompt will pop up each time the device wakes.



2. Enter a passcode, then re-enter it to confirm.

**Passcode Requirements:** Although the entry instructions read, “Enter 1 or more *numbers*,” the keypad displays allowing you to enter letters, numbers, or non-alphanumeric characters. If server security rules are enforced, there may be a minimum password length requirement or you may be required to use a certain number of complex characters (non-alphanumeric) in the password.

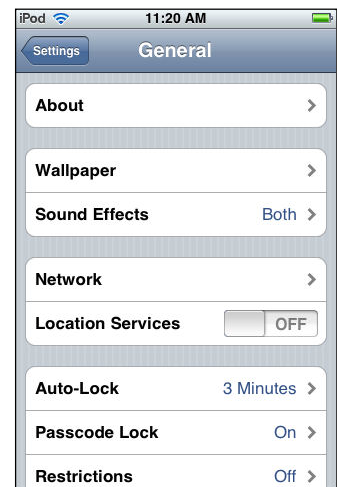


You will also want to set the **Auto-Lock** which determines the inactivity timeout interval on the device. This will turn off the device’s display and prevent unintended operation of your device.

**Note:** iPhone users can still receive calls and text messages and can adjust volume for the headpiece while the device is locked. iPod touch/ iPad users can also adjust the volume while the device is in a locked state.

3. Tap **Settings > General > Auto-Lock**.
4. Select a 1, 2, 3, 4, or 5 minute interval. Choose ‘Never’ to disable the inactivity timeout.

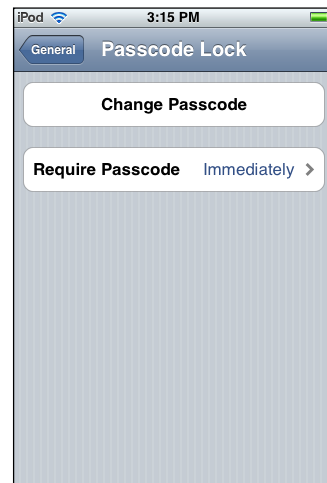
**Note:** If server security rules are enforced, you can only choose intervals less than or equal to the value of the server’s *Inactivity Timeout* setting (within the 1 to 5 minute range) and you will not be able to choose *Never*.



## Changing Your Passcode

If you want to change your passcode:

1. Tap **Settings > General > Passcode Lock**
2. Tap **Change Passcode**.
3. Enter your current passcode.
4. Enter your new passcode, then re-enter it to confirm.



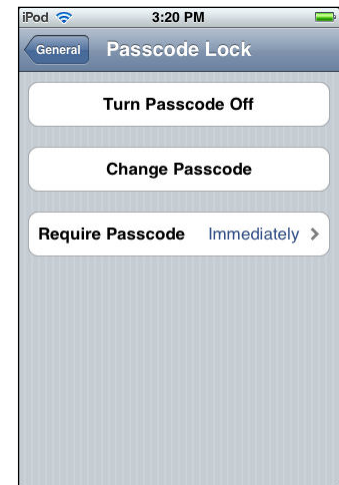
## Turning the Passcode Off

If the passcode requirement is lifted\* and you wish to operate without a passcode, you will have to disable the passcode on your device after the requirement is lifted.

**Note:** Once the requirement has been disabled on the server, you may need to turn the device off, then on again before adjusting this setting. See [Knowledge Base article](#) for more information.

1. Tap **Settings > General > Passcode Lock**
2. Tap **Turn Passcode Off**.
3. Enter your current passcode.

\* From the *GO!NotifyLink* Administrative Web: **Lock Rules**, disable the *Inactivity Timeout*.



## Wipe on Failed Unlock Attempts

This security feature can be enforced from the *GO!NotifyLink* Administrative Web. The purpose of *Wipe on Failed Unlock Attempts* is to limit the chances an unauthorized user has to guess a password.

A failed unlock attempt wipe will remove account information and all data (messages, contacts, calendar events, tasks, media, etc.) from the device. The device returns to its original, factory settings.

iPhone 3GS and 4G devices will complete the wipe rapidly, however, this can take up to 2 hours or more on older models. You will be unable to use the device while data is being overwritten.

If this feature is not enforced from the server, the user can enable it locally. Select **Settings > General > Passcode Lock** and turn *Erase Data* ON. The default is 10 failed attempts.

## Remote Wipe

In the event that your device is lost or stolen, contact your IT Administrator as soon as possible. The administrator has the ability to enforce a *Remote Wipe* security function on the device from the *GO!NotifyLink* Administration Web.

A *Remote Wipe* will remove account information and all data (messages, contacts, calendar events, tasks, media, etc.) from the device. The device returns to its original, factory settings.

iPhone 3GS and 4G devices will complete the wipe rapidly, however, this can take up to 2 hours or more on older models. You will be unable to use the device while data is being overwritten.

**Note:** If your device is retrieved, your *GO!NotifyLink* account must be deleted from the *GO!NotifyLink* server and added again before you can restore the device through iTunes and re-registered your account.

# Using Your Device

iPhone/ iPod touch/ iPad/ iPad mini use the native email client to send, receive, reply to and forward emails via *GO!NotifyLink*.

The native *Calendar*, *Contacts*, and *Reminders (Tasks)* applications are also used to synchronize contacts calendar events, and tasks via *GO!NotifyLink*.

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## Mail

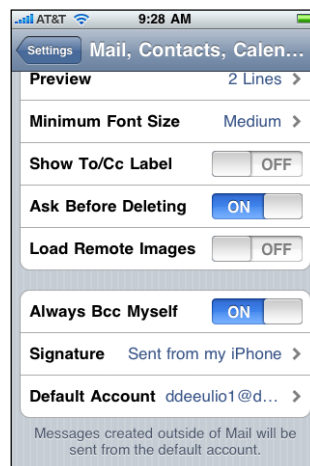
### Set the Default Mail Account

Set the *Exchange ActiveSync* account associated with your *GO!NotifyLink* user account as the default. This account must be the default in order for messages created outside the *Mail* application to synchronize through the *GO!NotifyLink* ActiveSync component. For example, when you create an email from the *Contacts* application for the purpose of attaching a contact file, the contact is sent using the default mail account. If the default is not your *Exchange* account, the message will not synchronize.

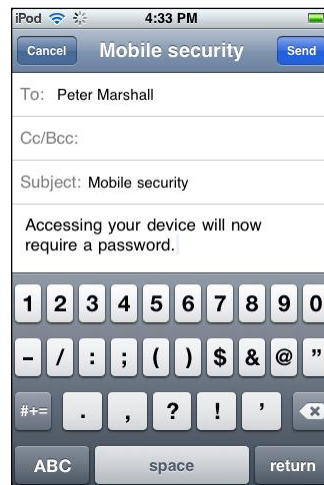
This is also important since iOS 4 supports multiple *Exchange ActiveSync* accounts. If you compose an email from the unified Inbox, by default it is sent from the address associated with the device's default email account.



**Hint:** You should also set the *Exchange ActiveSync* account as the default for calendar, contacts, and reminders (tasks).

1. Select **Settings > Mail, Contacts, Calendars**.
2. Scroll to the **Mail** section and tap **Default Account**.
3. Select the account associated with the *Exchange* account.




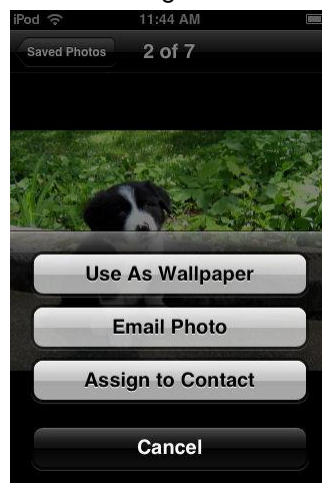
## Sending Email



1. Select the **Mail** icon from the Home screen, then tap .
2. Type a name or email address in the **To** field or tap  to add a name from your contacts. As you type, matching email addresses from your contacts appear. Tap to choose one. Tap **return** or access the contact list again to add more names.  
**Note:** If you have access to an enterprise directory, matching addresses from your contacts appear first, then matching enterprise directory addresses appear.
3. Tap **Cc** or **Bcc** if you want to copy or blind copy the email to others.
4. Enter a **Subject** and then your message.
5. Tap **Send** or to save a **draft** of the message, tap **Cancel** then tap **Save**.

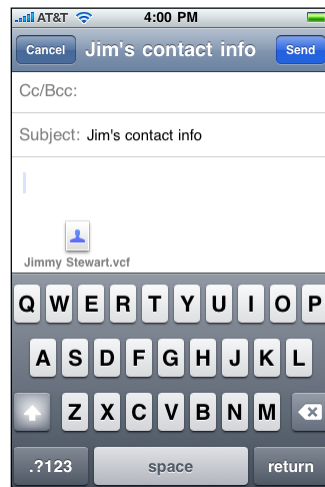
## Send a photo in a message

In the device's **Photos** application, choose a photo and tap . Then tap **Email Photo**. The photo is sent using the default email account.




## Share a contact in a message


In the device's **Contacts** application, choose a contact and tap **Share Contact** at the bottom of the *Info* screen. The .vcf contact file is sent using the default email account.



## Reply to a Message

1. Open a message and tap .
2. Tap **Reply** or **Reply All**.
3. Type your message.
4. Tap **Send**.

## Forward a Message

1. Open a message and tap .
2. Tap **Forward**.
3. Add one or more email addresses and your message.
4. Tap **Send**.

## Reading Email



The Mail icon on the Home screen shows the number of unread messages in your *Inboxes*.

**Note:** If you have more than one mail account on the device this number includes unread messages from all *Inboxes*.

## Email Folders

GO!NotifyLink can synchronize email from multiple folders on the mail server to the device *Inbox* and to multiple folders that mirror those on the server.

If you have access to the [GO!NotifyLink Client Web](#), you can select the folders you wish to synchronize to the device.

From the GO!NotifyLink Client Web, select **Mailbox Properties > Folders** and select the folders you want GO!NotifyLink to monitor. In addition to the *Inbox*, you can select the *Sent Items*, *Deleted Items*, *Drafts*, or any custom folders.

## Mail Folders to Push

The folders you select for synchronization appear in the *Mailboxes* list. The *Inbox* is the only folder that synchronizes automatically. Other folders must be opened to initiate synchronization. Folders other than *Inbox* will initiate synchronization only when they are opened or when using the reload icon (manually initiated sync).

You can, however, select other folders (excluding *Trash*) to also synchronize automatically.

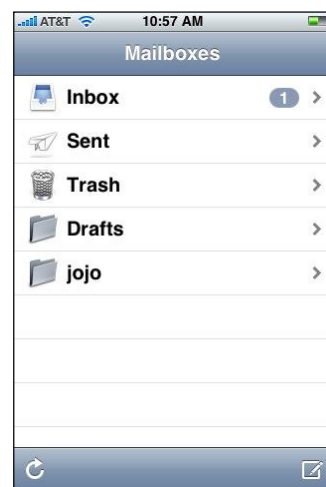
On the device, tap **Settings > Mail, Contacts, Calendars > (account) > Mail Folders to Push**, then check the folders you wish to automatically synchronize.

### The Mailboxes List

In the Mailboxes (folder) list, you will see the number of unread messages in each mailbox and folder.

Tap a mailbox or folder to see its messages.

**Note:** If you have chosen to mirror the *Sent Items* or *Trash* folder on your device, they will always be named “Sent” and “Trash” regardless of what they are named in your collaboration suite.

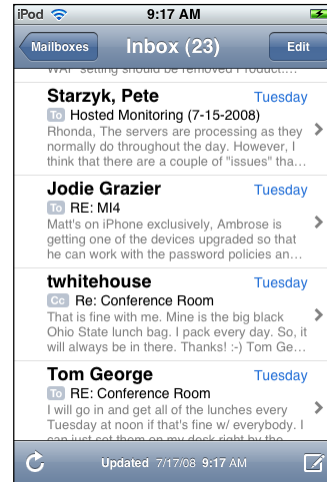


## The Message List

Messages with a blue dot next to them are unread.

Tap a message to read it.

Within a message, tap ▲ or ▼ to see the previous or next message.



## Attachments

iPhone/ iPod touch/ iPad/ iPad mini allow you to view picture and document attachments and can play many audio attachments using applications native to the device.

- You can forward a message with attachments.
- You can save a picture attachment you have received to the device's *Camera Roll album*.
- You can create a message with a picture attachment from the device's *Photos* application. See [Sending Email](#).
- You can create a message with a contact file (.vcf) attachment from the device's *Contacts* application. See [Sending Email](#)
- You cannot save a document file on the device.
- You cannot attach a document file to an email you are composing.

## Open an attached file

Tap the attachment. It downloads and opens using native viewing applications.

## Save an attached photo or video to the Camera Roll album

To save a photo, tap the photo, then tap **Save Image**. If the attachment has not yet been downloaded, tap the download notice first.

To save a video, tap and hold the attachment, then tap **Save Video**. If the attachment has not yet been downloaded, tap the download notice first.



## Supported attachment formats for viewing

If a file type is not supported by iPhone/ iPod touch/ iPad/ iPad mini, you will see the filename, but you won't be able to open it.

Document formats	
.doc	Microsoft Word
.docx	Microsoft Word (XML)
.htm	webpage
.html	webpage
.key	Keynote
.numbers	Numbers
.pages	Pages
.pdf	Preview, Adobe Acrobat
.ppt	Microsoft PowerPoint
.pptx	Microsoft PowerPoint (XML)
.rtf	Rich Text Format
.txt	text
.vcf	contact information
.xls	Microsoft Excel
.xlsx	Microsoft Excel (XML)
Image formats	
.jpeg	JPEG/JIFF Image
.gif	Graphic Interchange Format
.png	Portable (Public) Network Graphic
.bmp	Bitmap graphics
Audio formats	
.mp3	MP3 Audio File
.aac	MPEG-2 Advanced Audio Coding File
.wav	Waveform Audio
.aiff	Audio Interchange File

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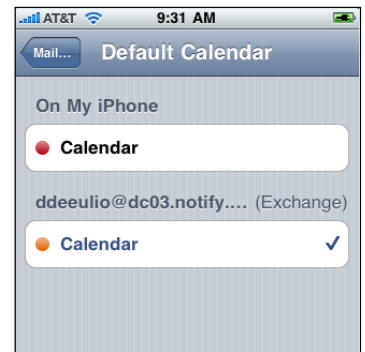
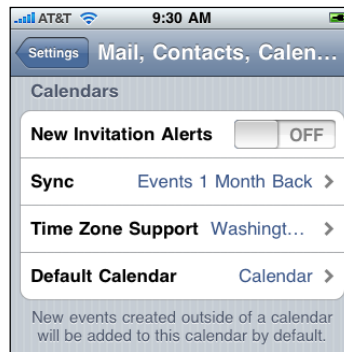
# Calendar

## Set the Default Calendar

If you have multiple Mail/PIM accounts on your device, you will need to set the Default Calendar. Set the *Exchange ActiveSync* account associated with your *GO!NotifyLink* user account as the default. This calendar must be the default in order for events added while viewing *All Calendars* to synchronize through the *GO!NotifyLink* ActiveSync component. It is also necessary if you wish to create meeting requests on the device.

**Hint:** You should also set the *Exchange ActiveSync* mail account, contact group, and task list (reminders) as defaults.

1. Select **Settings > Mail, Contacts, Calendars**.
2. Scroll to the **Calendar** section and tap **Default Calendar**.
3. Select the calendar associated with the *Exchange* account. It appears with (*Exchange*) beside it.



## Managing the Calendar

### Viewing *All Calendars*

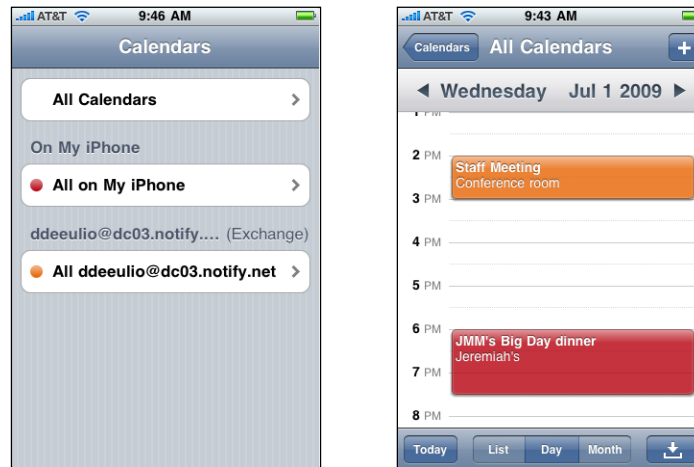
When you choose the ***All Calendars*** option, you are viewing all events from all calendars. Although merged into one view, the items may be stored in separate calendar files based on the application from which they originated. If you add events while viewing *All Calendars*, they are added to the default calendar file. Therefore, the default calendar must be the *Exchange* account calendar in order for events to synchronize through the *GO!NotifyLink* ActiveSync component.

Events in the *Exchange* account calendar appear on the calendar with a distinct color assignment. For example, in the illustration below, *Exchange* account calendar items appear in an orange block (day view) or with an orange dot (month or list view).

### Choosing a Calendar View

1. Select the *Calendar* application.

2. Tap **Calendars** in the Calendar title bar, then select a calendar to view or *All Calendars*.



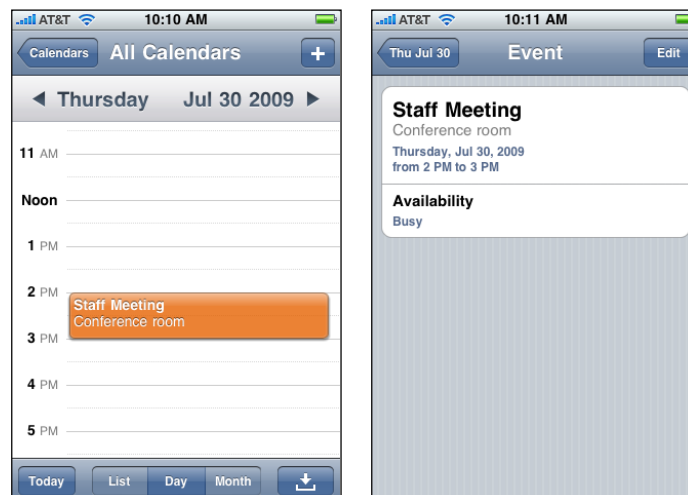
## Add, Edit or Delete Calendar Events



Tap the Calendar icon on the device's Home screen.

A number in the upper right corner of the icon indicates the number of new meeting invitations in your calendar.

- Tap **List**, **Day**, or **Month** to change the calendar view.
- To select a calendar file to view, tap **Calendars** in the title bar.
- To **add** an event: Tap **+**
- To **edit** an event: Tap the event, then tap **Edit**
- To **delete** an event: Tap the event, tap **Edit**, then scroll to the bottom and tap **Delete Event**



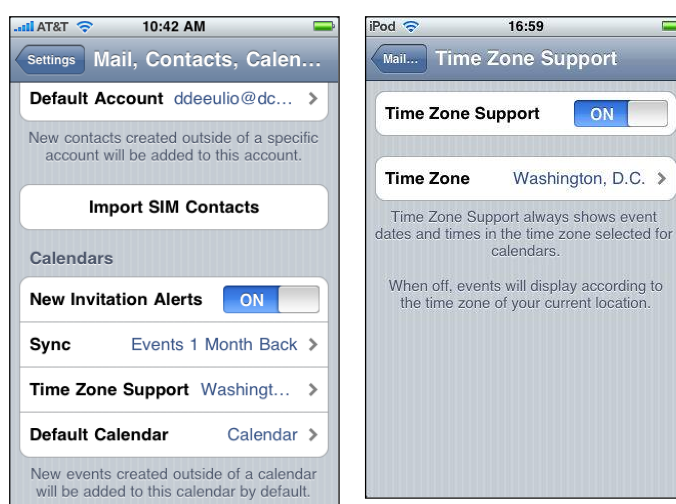
## Set the Calendar Time Zone

The Calendar's time zone can be set independently of the device's general time zone setting.

If the Calendar **Time Zone Support** setting is ON (default), the Calendar will always show event dates and times in the time zone selected for Calendars.

If the setting is OFF, events display according to the time zone of your current location as determined by the network time, which changes automatically based on the user's geographic location. However, some carriers do not support network time in all locations, so the device may not be able to automatically set the local time when you are traveling.

1. Choose **Settings > Mail, Contacts, Calendars**.
2. Scroll to the *Calendar* section, tap **Time Zone Support**.
3. Turn **Time Zone Support** ON and select a major city in the **Time Zone** of your choice.



**Note:** The general time zone is located in the device's *General* settings. Like the Calendar time zone, it can be set manually or for automatic updates via the cellular network. Tap *General > Date & Time*.

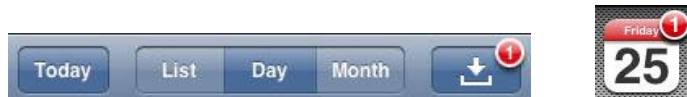
## Meeting Requests

You can create, receive and respond to meeting requests on the device.

Meeting requests, issued from a user on the same groupware server, appear in both the email *Inbox* and on the *Calendar*. In the *Calendar*, the invitation appears in the appointed time slot with a dotted line around it. You can respond to an invitation in the *Calendar* application or you can open the meeting's Info screen from *Mail* and respond to it there.

**Note:** Meeting requests sent to you from users on external groupware servers may appear as messages in your *Inbox*. You can reply to these messages, however, you will not be able to accept or decline the meeting, nor will the request initiate a change to your calendar.

The icon in the lower-right corner of the *Calendar* screen indicates the number of new invitations you have, as does the *Calendar* icon on the Home screen.



## Things to know about Meeting Requests on iOS Devices

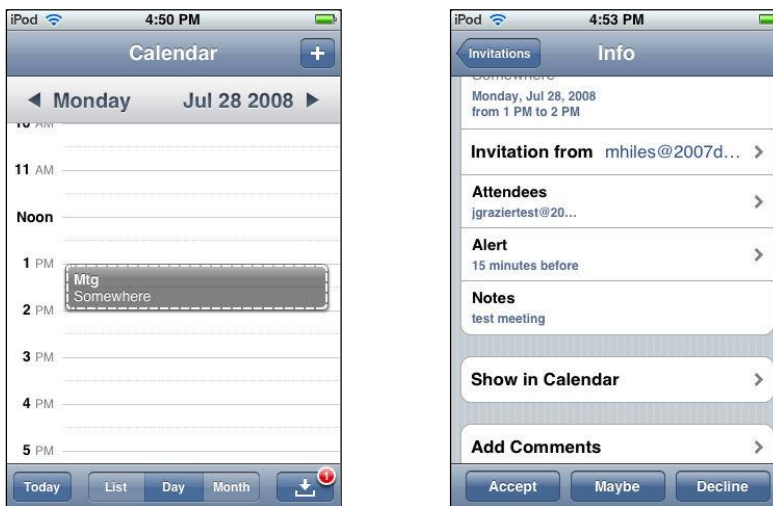
- Since meeting invitations are sent as emails, mail synchronization must be enabled in order to receive invitations. If disabled, the invitation will not appear in either the *Mail* or *Calendar* application.
- When you respond to a meeting invitation from your device, it issues an email and a calendar update to the meeting organizer. Depending on the groupware you are using, the PIM server may also send a response email, resulting in the organizer receiving two response emails from you. You can suppress the email sent directly from the device by enabling a filter on the *GO!NotifyLink Client Web*.

From the *GO!NotifyLink Client Web* home page, select **PIM > Calendar > Calendar Control Options**, then enable the *Filter Meeting Response* option.

- It is necessary to set the *Exchange ActiveSync* account associated with your *GO!NotifyLink* user account as the default if you wish to create meeting requests on the device.
- Meeting invitations sent from the device are created in the *Calendar* application. You must be viewing your *Exchange* account calendar or *All Calendars* to create an invitation.

## Respond to an invitation in Calendar:

1. Tap a meeting invitation in the calendar or tap the meeting invitation icon to display the Event screen and tap an invitation.



2. In the **Info** screen:  
You can set an **Alert** to sound prior to the meeting or **Add Comments** to be included with the email response to the organizer.  
Tap **Accept**, **Maybe**, or **Decline**. A response email, including any comments you added, is sent to the organizer.

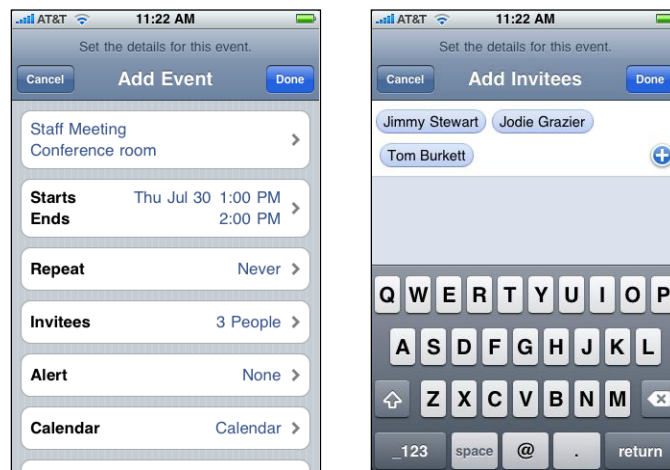
**Note:** If you accept, or tentatively accept the meeting, you can change your response later. You can also change your comments by tapping *Add Comments*.

## Open and respond to a meeting invitation in an email message:

Tap the invitation. You can manage and respond to the invitation here as well.

## Create and Send a Meeting Invitation

1. Select the *Calendar* application and make sure you are viewing *All Calendars* or the calendar file associated with your *Exchange* account.
2. Tap **+** to create an event with invitees.
3. Enter the event specifics, then tap **Invitees** and select contacts from your contact list or enter email addresses.
4. Tap **Done** to return to the *Add Event* screen.
5. Tap **Done** to send the invitation. The event will appear on your calendar.



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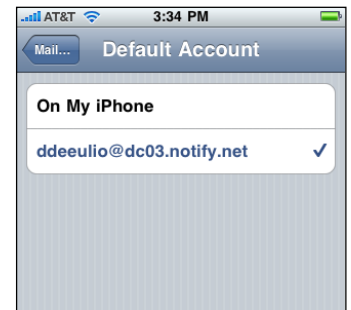
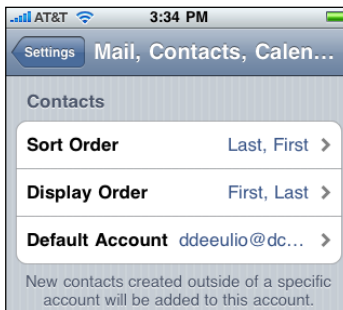
# Contacts

## Set the Default Contact Account

If you have multiple Mail/PIM accounts on your device, you will need to set the Default Contact Account. Set the *Exchange ActiveSync* account associated with your *GO!NotifyLink* user account as the default contact group. This contact group must be the default in order for contacts added while viewing *All Contacts* to synchronize through the *GO!NotifyLink* ActiveSync component.

**Hint:** You should also set the *Exchange ActiveSync* mail account, calendar, and task list (reminders) as defaults.

1. Select **Settings > Mail, Contacts, Calendars**.
2. Scroll to the **Contacts** section and tap **Default Account**.
3. Select the account associated with the *Exchange* account.



## Managing Contacts

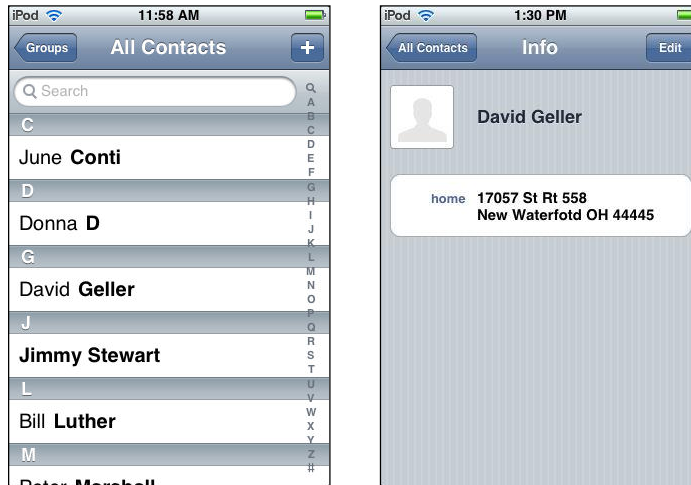
### Add, Edit, or Delete Contacts

Tap the Contacts icon on the device's Home screen.



- To choose a contact group to view, tap **Groups** in the title bar.
- To **add** a contact: Tap **Contacts** and tap **+**
- To **edit** contact information: Choose a contact, then tap **Edit**

- To **delete** a contact: Choose a contact, tap **Edit**, then scroll to the bottom and tap **Delete Contact**



- To **search** for a contact: Tap *Contacts* and tap the search box. As you type, matching names from the contact list appear.



## Address Books

*GO!NotifyLink* can synchronize contacts from multiple address books or contact categories on the Mail/PIM server into different categories on the device.

If you have access to the *GO!NotifyLink* Client Web, you can select the address books/categories you wish to synchronize to the device.

From the *GO!NotifyLink* Client Web home page, select **PIM** > **Contacts** > **Choose Address Books** and check the address books/categories to be monitored.

**Note:** *FirstClass*, *Google*, *MDaemon*, *Meeting Maker*, *Mirapoint*, *Oracle*, and *Sun Java Enterprise System* collaboration suites do not support multiple address books.



## Using Remote Lookup

If an LDAP server is defined in *GO!NotifyLink* and your *GO!NotifyLink* user account is set up to access it, you can use the *Contacts* application to search your enterprise directory for contacts in your organization.

**Note:** For devices running OS 2.x, *Contacts* must be set to ON in the device *Settings* in order to search for a contact in a remote directory. Tap **Settings > Mail, Contacts, Calendars**. Then tap your account and turn *Contacts* ON.

You cannot edit contacts from an enterprise directory or save them to the device.

1. Tap **Contacts > Groups**
2. Select the Directory to search.
3. Enter a name, address or other information in the search field.

You may also access enterprise directories from the To/Cc/Bcc fields while composing a message in Mail.



## Using Remote Lookup While Composing Email

Turning on contact synchronization is not a prerequisite for using remote lookup while *composing mail*.

As you begin to type an email address in the *To/Cc/Bcc* fields of the compose screen, the device will automatically perform a remote lookup based on the characters you enter. This will occur even if you are not synchronizing contacts (as is required when using remote lookup from the *Contacts* application) as long as your user account is set up to access the LDAP server.

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# Tasks (Reminders)

*Tasks synchronization is supported on devices synchronizing with GO!NotifyLink Enterprise Server, version 4.8.0 or greater.*

## Set the Default List

If you have multiple Mail/PIM accounts on your device, you will need to select a default task list. Set the *Exchange ActiveSync* account associated with your *GO!NotifyLink* user account as the default list.

**Hint:** You should also set the *Exchange ActiveSync* mail account, calendar, and contact group defaults.

1. Select Settings > Mail, Contacts, Calendars.
2. Scroll to the Reminders section and tap Default List.
3. Select the account associated with the Exchange Account.

## Managing Tasks (Reminders)

### Viewing Tasks (Reminders)



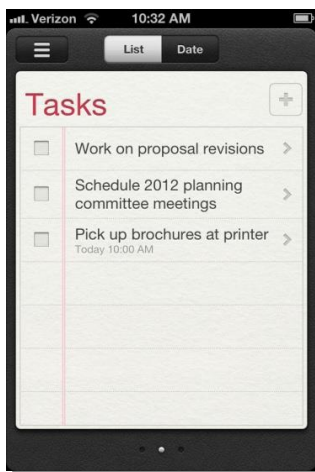
Tap the **Reminders** icon on the device's Home screen. At the top of the screen, tap **List** or **Date**.

The **List** view allows you to see the tasks on a particular task list. Tap the list icon to choose your *GO!NotifyLink* Exchange account list, the *Completed* task list, or the device's native *Reminders* list.

The **Date** view allows you to see any task for which you have designated a reminder date and time. Tap the calendar icon to select a specific date.

To **Search** for a task, using the **Date** view, tap the calendar icon, then tap **Search Reminders**.

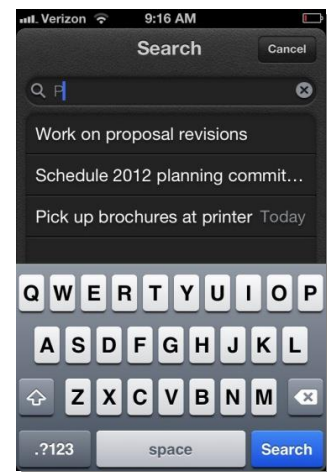
Using the **List** view, tap the *List* icon, then tap **Search Reminders**. Enter text in the search field.



List View



Date View



Search for a task

## Add, Edit, or Delete Tasks (Reminders)

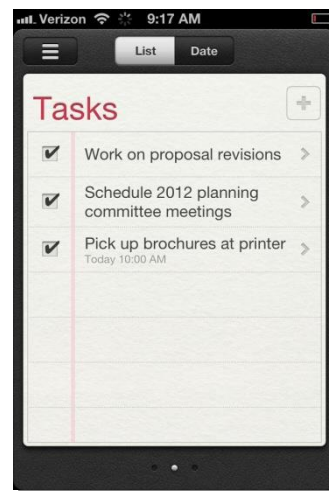


Tap the **Reminders** icon on the device's Home screen.  
Select the list to which you will add the task.

- To **add** a task, tap the plus sign. **+** Enter the task name and tap **Done**.
- To **edit** a task, tap the task. On the *Details* screen you can:
  - edit the task name
  - add a time to be reminded
  - make the task one that is repeated daily, weekly, monthly, etc.
  - prioritize the task
  - move the task to a different list
  - add notesTap **Done** to save your changes.
- To **mark a task completed**, tap the check box next to the item you have completed. The task will be moved to the **Completed** list.
- To **delete** a task, tap the task. Tap **Delete**, then tap **Delete** again to confirm.



*Edit or Delete a Task*



*Tasks marked as completed*

# Battery Conservation Tips

Two basic battery conservation tips that you should know:

- Keep your device out of the sun or a hot car, as heat will degrade your battery's performance.
- Run the device through one charge cycle per month. Charge it to 100 percent, then let it completely run down. This will prolong the overall life of your battery.

In addition, adjusting some of the *Settings* on the device can help you conserve day-to-day battery usage and maximize overall battery life. Adjust as many of the settings as possible.



Tap the *Settings* icon on the Home screen to access all these features.

‡Turn **3G coverage off** – 3G coverage is still limited, so turn it off if it is not absolutely necessary.

Tap, **General** > **Network** > **Enable 3G**, then turn it OFF.

Turn **WiFi off** – When WiFi is on, the device is constantly looking to join new networks, so turning it off saves power. If you are browsing frequently, however, WiFi uses less power than cellular networks.

Tap, **WiFi**, then turn it OFF.

Turn **Location Services off** – Unless you are using this feature and it is available in your location, turn it off.

Tap, **General** > **Location Services**, then turn it OFF.

Turn **Push mode** off and set *Fetch* at a less frequent interval – Unless you need email instantly, turn Push off.

Tap, **Fetch New Data**, then turn **Push** OFF. Then set the Fetch interval for 30 minutes or 1 hour.

‡Turn **Bluetooth off** – Turn it on only when you are using it. Leaving it on all day uses power unnecessarily.

Tap **General** > **Bluetooth**, then turn it OFF.

‡Turn **Airplane Mode on** – When you are in a low or no coverage area, turn this on so that the device is not actively searching for cellular networks it will likely not find.

Tap **Airplane Mode**, then turn it ON.

‡Turn **Vibrate off** – Use only as needed.

Tap, **Sounds** > **Vibrate**, then turn it OFF for both *Silent* and *Ring* modes.

Turn **Brightness** down – Chances are you will not need brightness at 100 percent.

Tap, **Brightness**, then slide the bar to decrease brightness.

Turn **Equalizer** settings off – Apply equalizer settings only when listening to music.

On iPhone: Tap **iPod** > **EQ**, then turn settings OFF.

On iPod touch/ iPad: Tap **Music** > **EQ**, then turn settings OFF.

Turn **Auto-Lock** on – Use Auto-Lock to sleep the device when you are not using it. The shorter the lock interval, the more power you save.

Tap, **General** > **Auto-Lock**, then set lock interval to 1 minute.

See the **Apple documentation** for further information on maximizing the lifespan and battery life of your device. <http://www.apple.com/batteries/>

‡ Applies to iPhone only